



276 FOURTH AVENUE  
CHULA VISTA, CA 91910

## EMPLOYMENT OPPORTUNITY **ANIMAL SERVICES SPECIALIST**

RECRUITMENT NUMBER: 05-256

**PART-TIME /PERMANENT POSITION WITH BENEFITS**

**SALARY: \$16.15 - \$19.63 / HOURLY**

**FILING DEADLINE: 5 PM, WEDNESDAY, AUGUST 31, 2005**

**SUPPLEMENTAL QUESTIONNAIRE REQUIRED (ATTACHED)**

### **POSITION SUMMARY**

Performs a wide variety of specialized animal services duties at the animal care facility involving the animal adoption process, coordination of shelter volunteers, and acts as a liaison with other shelters and rescue groups; provides animal care and ownership responsibility information to the public and performs other related duties as assigned. **Note: This is a part-time / permanent position with benefits.**

### **ESSENTIAL FUNCTIONS**

Manages the process and placement of animal adoptions at the shelter; reviews adoption applications and contacts prospective adopters; conducts adoption counseling on animal behavior, expectations, need, and responsible ownership; coordinates adoption events to promote the animal care facility adoption program; reviews the euthanasia list and removes adoptable animals when appropriate; assists in the evaluation of adoptive animals; provides information on individual animals to prospective adopters; coordinates shelter volunteer programs; train and schedules volunteer staff; maintain daily workforce levels of volunteers by contacting replacements; acts as community liaison between local animal rescue groups; reviews rescue group's site and facilities; transports animals to and from other shelters; administers and monitors animal foster program; arranges for placement in qualified foster homes; coordinates public education on pet care and responsible ownership; maintains adoption files and records; assists with fee collection; and performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS**

**Education, Training and Experience:** Any combination equivalent to completion of twelfth grade and one year of responsible experience involving animal care, handling, and/or placement. Experience as an animal adoption advocate is highly desirable.

**Knowledge, Skills and Abilities:** Knowledge of: physical and behavioral characteristics of common breeds of dogs, cats, and other animals; proper feeding, handling, and caring for animals; public relations and interpersonal skills; animal control protection laws, rules, and regulations; record keeping methods; safe handling procedures for different species of animals; English usage, spelling, grammar and punctuation; and modern office procedures, methods, and computer equipment. Ability to: intermittently review documents related to department operations; observe, identify, and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff; understand the organization and operations of the city and of outside agencies as necessary to assume assigned responsibilities; work independently with limited supervision and exercise initiative and sound judgment; apply operating rules and procedures; work cooperatively with other departments, outside agencies, and the public; establish and maintain financial records; perform mathematical computations; operate a variety of office equipment; compile and maintain complex and extensive records and files; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work; and work with various cultural and ethnic groups in a tactful and effective manner.

### **PHYSICAL DEMANDS**

On a continuous basis, sit at a desk and/or stand at a counter for varying periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; must be able to lift with assistance animal and materials weighing up to 125 pounds.

### **APPLICATION PROCESS**

To be considered for this position, applicants must submit a City Application and Supplemental Questionnaire by **5:00 p.m., Wednesday, August 31, 2005**. Applications submitted without a Supplemental Questionnaire will not be accepted. Candidates whose applications indicate education and experience most directly related to the position will be invited to participate in the selection process. All notifications will be sent via U.S. mail.

**Assigned Staff:** Linette C. Abille (619) 409-5926, labille@ci.chula-vista.ca.us • **Published:** 08/08/05  
**Hours:** 8am – 5pm Monday – Friday • [www.chulavistaca.gov](http://www.chulavistaca.gov) • (619) 691-5096 • **Job Hotline:** (619) 691-5095



## SUPPLEMENTAL APPLICATION FORM

**ANIMAL SERVICES SPECIALIST**  
**Recruitment No. 05-256**

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
First Name

\_\_\_\_\_  
MI

Before completing this application, read the job summary and requirements that are stated on the job announcement. If you do **not** meet these requirements, do not apply.

The information contained in the employment and supplemental application will be used to determine your eligibility to compete, and will be evaluated in the recruitment process. Sections not applicable to your particular qualifications should be marked *N/A* or lined out to indicate that they have not been overlooked. Do *not* answer any questions with *refer to resume*. Please give clear, concise, complete and legible information.

### Section 1. MINIMUM REQUIREMENT

Do you have at least one year of responsible experience involving animal care, handling, and/or placement?

☐ Yes

☐ No

If yes, please list the position(s) that provided you with this experience.

Position title

Name of Facility

.....  
.....  
.....

### Section 2. EXPERIENCE

#### A. Animal Services

Do you have experience in resolving animal-related issues?

☐ Yes

☐ No

If yes, briefly describe this experience by specifying which of the following areas you have experience with; the job titles you have held while performing tasks along these areas; and the length of your experience.

Area (Mark <input checked="" type="checkbox"/> all that apply)	Job Title(s) Held	Length of Experience
<input type="checkbox"/> Animal Adoption	▶	____ Years
<input type="checkbox"/> Euthanasia	▶	____ Years
<input type="checkbox"/> Animal Foster Care	▶	____ Years
<input type="checkbox"/> Pet Care/Responsible Ownership Advocacy	▶	____ Years
<input type="checkbox"/> License Processing	▶	____ Years

Last Name

First Name

MI

## Section 2. EXPERIENCE (continued)

### B. Public Contact

List the jobs you have held that involved public contact. Indicate the type of contact, degree of contact, and length of your experience.

Job Title	Type of Contact	On a DAILY basis, describe level and degree of this contact	Length of Experience
▶	<input type="checkbox"/> Face to face <input type="checkbox"/> Telephone	<input type="checkbox"/> Heavy <input type="checkbox"/> Moderate <input type="checkbox"/> Light	_____ Years
▶	<input type="checkbox"/> Face to face <input type="checkbox"/> Telephone	<input type="checkbox"/> Heavy <input type="checkbox"/> Moderate <input type="checkbox"/> Light	_____ Years
▶	<input type="checkbox"/> Face to face <input type="checkbox"/> Telephone	<input type="checkbox"/> Heavy <input type="checkbox"/> Moderate <input type="checkbox"/> Light	_____ Years

Use the following definitions in describing your level/degree of public contact.

**Heavy**

70% - 100% of time spent in dealing with *complex* customer service issues and situations requiring a high degree of sensitivity, tact, and diplomacy; frequent contact with irate and/or emotional customers.

**Moderate**

40% - 60% of time spent in dealing with customers; exercises appropriate judgment in responding to *routine* inquiries and releasing information.

**Light**

Less than 40% of time spent in dealing with customers; responds to routine inquiries.

## Section 3. COMPUTER SKILLS

Describe your level of proficiency in computer software applications.

Applications	Level of Proficiency*		
▶ Word Processing	<input type="checkbox"/> <u>Beginner</u> Has at least one year of experience producing work using this program; or has completed a beginner course.	<input type="checkbox"/> <u>Intermediate</u> Has more than 1 to 3 years of experience producing work using this program.	<input type="checkbox"/> <u>Advanced</u> Has more than 3 years of experience producing work using this program
▶ Spreadsheet	<input type="checkbox"/> Beginner	<input type="checkbox"/> Intermediate	<input type="checkbox"/> Advanced
▶ Internet	<input type="checkbox"/> Beginner	<input type="checkbox"/> Intermediate	<input type="checkbox"/> Advanced
▶ Outlook	<input type="checkbox"/> Beginner	<input type="checkbox"/> Intermediate	<input type="checkbox"/> Advanced